

Queue Lengths and Drive Thru Lanes

Standard

Drive thru lanes allow customers to do business without leaving their vehicles. Proper queue lengths for drive up windows are an important part of plans of development. The parking lots shall be designed to provide the minimum queue lengths outlined below without blocking access points, dumpster enclosures, crosswalks, or parking stalls. Below are the minimum queue lengths for different types of developments:

- 100' queue length
 - Pharmacy
 - Car wash at a gas station
 - Call Box/Access Box – Gated Community, Mini-Storage, etc.

- 150' queue length
 - Stand alone ATM
 - Dry Cleaners

- 250' queue length
 - Drive thru restaurant
 - Coffee shop
 - Donut shop
 - Banks

- 300' queue length
 - Stand alone car wash
 - Drive thru oil change facility

All queue lengths shall be measured from the center of the last window for the drive thru service. For car washes, the length shall be measured from the stop line prior to the car wash building. For ATMs, and Access Boxes, the length shall be measured from the actual ATM or Access Box. The queue lengths can be divided among multiple drive thru lanes.

Drive thru lanes shall have a minimum width of 10 feet. In addition, a bypass lane with a minimum width of 12' shall be provided to allow motorists an opportunity to exit the drive thru lane and re-enter the parking lot.

Applicability of the Standard

This standard applies to all Plans of Development.

Design Requirements

- Needs to be measured from the center of the last window in the drive thru lane